

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

GAD – PU – Tappal instructions – Updating masters in the e-office State and District instances – Orders – Issued.

GENERAL ADMINISTRATION (PU-B) DEPARTMENT

G.O.MS.No. 24

Dated: 20-02-2018

ORDER:-

The following instructions on Tappal are issued with immediate effect for implementation by all Secretariat Departments:

1. TAPPAL PROCESS – AT A GLANCE

The Tappal Process at a glance is attached.

2. DIARY DETAILS OF TAPPAL

(1) Type

Government receives the following types of inward communication (a.k.a. tappal), on which action may be required.

Type	
(i) UO note	This consists of secretariat files for consultation, UO notes/ correspondence from secretariat departments, single files from HODs.
(ii) Letter	Letters may be received by hand or post or courier or as an email attachment.
(iii) Short Message Service (SMS) text	SMS text may be received through mobile or data connection.
(iv) Email	Text is directly written as a body in the email and not as an attachment.
(v) Fax	This is similar to a letter copy sent as an email attachment.
(vi) Cover	Closed or by name.
(vii) Packet	Ordinary or by name.
(viii) Wireless message	Ordinary or in cipher.
(ix) Proceedings	Government order or office order or proceedings of head of department where action may be required in the receiving department.
(x) Office Memorandum	
(xi) Circular Memo	

(xii) Minutes	
(xiii) Invoice	
(xiv) Bill	

The inward communication may be papers, articles or electronic data.

(2) Priority Marking

- (i) Ordinary (< 5 days)
- (ii) Urgent (< 3 days)
- (iii) Immediate (< 24 hours)
- (iv) Fixed Date (Indicate Date)

(3) Security Classification

- (i) None
- (ii) Confidential
- (iii) Secret
- (iv) Top Secret

(4) Delivery Mode

- (i) By email
- (ii) E-office file
- (iii) By post
- (iv) By registered post
- (v) By speed post
- (vi) By courier
- (vii) By hand
- (viii) By special messenger
- (ix) Self generated

(5) Very Important Person (VIP) communication

- (i) Presidents Secretariat
- (ii) Vice Presidents Secretariat
- (iii) Prime Ministers Office
- (iv) Union Minister
- (v) Secretary, GoI
- (vi) Governors Office
- (vii) Chief Ministers Office
- (viii) State Cabinet Minister
- (ix) Assembly Speaker
- (x) Council Chairman
- (xi) Chief Secretary
- (xii) Secretary, GoAP
- (xiii) Member of Parliament
- (xiv) Member of Legislative Assembly
- (xv) Member of Legislative Council

3. CONTACT DETAILS

(1) Ministries

- (i) Ministries of GoI as notified in Second Schedule of Allocation of Business Rules (See cabsec.gov.in).
- (ii) Secretariat Departments of GoAP (See codes.ap.gov.in).

(2) Departments. Under each Ministry, the department should be indicated.

- (i) Heads of Departments of GoAP (See codes.ap.gov.in)
- (ii) Autonomous Organisations of GoAP (for the list see codes.ap.gov.in)

(iii) Departments of GoI as notified in Second Schedule of Allocation of Business Rules (See cabsec.gov.in).

4. CATEGORY

Category	Sub Category
Functional matters	Policy
	Resource
	Financial
	Stakeholder opinion
	Head of the Department
	Key Performance Indicators
	Action Taken Report
	Schemes/Programmes
	Other matters
	Review
Statutory matters	Vigilance matters
	Legislative matters
	Court matters
	Audit matters
	Right to Information
	Public Grievances
Office Procedure	Office Establishment
	Office Management
	Claims
	Periodical Reports
	Registers
	E-office
	Media Communication
Budget	Budget Estimates
	Number Statements
	Supplementary Grants
	Additional Funds
	Re-appropriation
	Quarterly Relaxation
	Surrender
	Further Continuation
	Reconciliation
	Pay and Allowances
Payments	Office Expenses
	Protocol and Hospitality
	Permanent Advance
	Income Tax
	Missing Credits
	Wages
	Travelling Allowance
	Rents
	Publications
	POL
	Motor Vehicles
	Professional Services
	Other Contractual Services
	Grants-in-Aid

5. RECEIPT, ACKNOWLEDGEMENT, SORTING AND DISTRIBUTION

(1) Receipt

- (i) E-mail tappal is diarised directly in e-office
- (ii) There should be at least one round-the-clock counter for receiving physical tappal in the GAD in Secretariat.
- (iii)Following are the timings of receipt of inward communication.

Time	Who receives
Working hours on working days	Tappal in-charge
• 10.30 a.m. to 4.30 p.m. on holidays • Close of office hours till 6.30 p.m. on working days	Turn duty assistant

(2) Acknowledgement

- (i) Acknowledge with the e-Office receipt number. E-Office receipt number is filled by diarist in ink before sending to record room. e-office generates the current number automatically upon receipt (unique receipt numbers are assigned to the currents received in a department during a calendar year).
- (ii) Use dedicated petition handling portals for large scale petitions.

(3) Stamping. The stamp on physical inward communications will have the following fields.

- (i) Sent from department of:
- (ii) Date:
- (iii)Priority: ☐ Immediate ☐ Urgent ☐ Fixed Date: ☐ Ordinary
- (iv)AS:
- (v) Section:
- (vi)Department concerned:
- (vii) Type: ☐ Papers ☐ Article
- (viii) E-office receipt number:
- (ix)Sign of tappal in-charge:

(4) Sorting

- (i) Segregate
 - (a) By name
 - (b) Secret or Strictly Confidential
 - (c) Important
 - (d) Ordinary
- (ii) Sort the tappal department-wise and section wise.

(5) Distribution

Category	Description	Distribution
By name	Communications addressed to officers by name	• Send to officers concerned • If marked ‘URGENT’, personal staff to open.
Urgent	Communications marked ‘URGENT’	• Send to Secretary/ MLO/ AS immediately • Personal staff of officer to send to section the same day
Secret or Strictly Confidential	Communications addressed to Chief Secretary/Secretary and marked ‘SECRET’ or ‘TOP SECRET’	Send to Secretary
Important	Ex. Communication from APPSC, Gol, other State Governments/ Legislatures, foreign embassies/ consulates, vigilance / disciplinary action papers relating to Group I and II officers, important judgements/ court orders, D.O. letters from senior officers of Gol/ other State Governments/ members of state	Send to Secretary/ MLO

	legislature or parliament, files endorsed by CM/CS/Minister.	
Other communications		Send to section

6. ROLES OF FUNCTIONARIES

The Role of Functionaries is attached.

	Functionary	Role
Tappal Section	Tappal Supervisor	• Role is played by AS in charge of the Office Procedure Branch • Supervise opening of tappal • Transfer mis-sent papers to departments concerned
	Tappal in-charge	• Role is played by a Section Head of Office Procedure • Receive and acknowledge tappal • Open and sort tappal • Distribute the tappal • Distribute ‘URGENT’ tappal on the same day. • Maintain the following on desktop of your computer: (i) up-to-date list of addresses of Minister and Officers and their updated official mail IDs. (ii) up-to-date list of distribution of subjects among the sections in the Department, and updated official mail ID’s. (iii) Instructions of Secretary
	Diarist	• Role is played by any staff of section • Scan, upload and forward the tappal to the section head concerned with copy to his AS • Send physical copy to record room/ Central Record Branch • Generate Section Distribution Register in e-office in the Form T.1. • Generate a register for registered/ postal articles in e-office in Form T.2.
	Turn Duty Assistant	• Role is played by a Section Head • Perform the role of Tappal in-charge outside office hours
	Tappal messenger	• Deliver / collect the physical tappal as directed
Tappal Seeing Officer	Officer	• Role is played by Secretary/ MLO/ AS • Authorised to see the tappal and write instructions on the tappal. AS takes important tappal to his superior and obtains specific instructions. AS also sees tappal in the absence of Secretary or MLO. • Copy important communication up the hierarchy to CS, Minister, CM and Governor (Ex: Letters from PM or Union Ministers) • Write the priority marking on the tappal • Stamp the tappal • Distribute tappal among sections
	AS	• Distribute tappal among your sections. • Take important papers to your MLO/Secretary and obtain specific instructions

		• See simple communications/ cases delegated to you and write instructions • See tappal during absence of Secretary/ MLO
	MLO	• See cases where powers are delegated by Secretary • See cases in absence of Secretary
	Secretary	• See important communications
	PS/ PA in peshi	• Obtain endorsement and priority marking on the tappal from your officer. • Send the tappal (physical copies/ emails/ SMS) to the tappal in-charge. • If directed, directly scan tappal into e-office and forward to MLO/ AS/ Section Head concerned. • In the absence of your officer, forward important communication to the MLO/ AS concerned.
Section Head concerned		• Receive and distribute tappal among your staff • Attend to papers as per priority marking. Mark priority if not already done by your supervisory officer. • Put up important papers immediately. Maintain notes on action on important papers received. • Transfer mis-sent papers to section concerned.

7. PROCESSING

Type	Treatment of tappal
(i) UO notes	
Note from Minister or Officer:	Take as receipt in e-office
Single file:	Received directly in e-Office. If shadow file is opened, take as receipt in e-Office
Files for consultation:	Received directly in e-Office
(ii) Letter	
(iii) Short Message Service (SMS) text	Convert to PDF with details (sender name, phone number, date and time of SMS) and take as e-Office receipt.
(iv) Email	Convert to PDF with details (sender name, email, date and time of receipt) and take as e-Office receipt
(v) Fax	-
(vi) Cover	
Enclosures with valuables such as money, cheques etc.:	Deliver to Section Head concerned under acknowledgement who in turn will hand over to Section Head in-charge of claims. Maintain Valuables Register in Form T.2
‘URGENT’ marked covers:	Personal staff or Section Head to open.
(vii) Packet	Articles, registered or un-registered: Transmit to whom addressed.
(viii) Wireless message	Transmit to Tappal Seeing Officer

8. REPORTS

Form T.1. Section Distribution Register

Current number	Section to which assigned
(1)	(2)

Form T.2. Postal Article Register

Serial number	Nature of article	From whom received	Section to which assigned	Current number	Signature of Section head to whom assigned
(1)	(2)	(3)	(4)	(5)	(6)

2. The NIC Team shall update E-Office masters relating to Tappal area in State & District instances of E-Office immediately.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

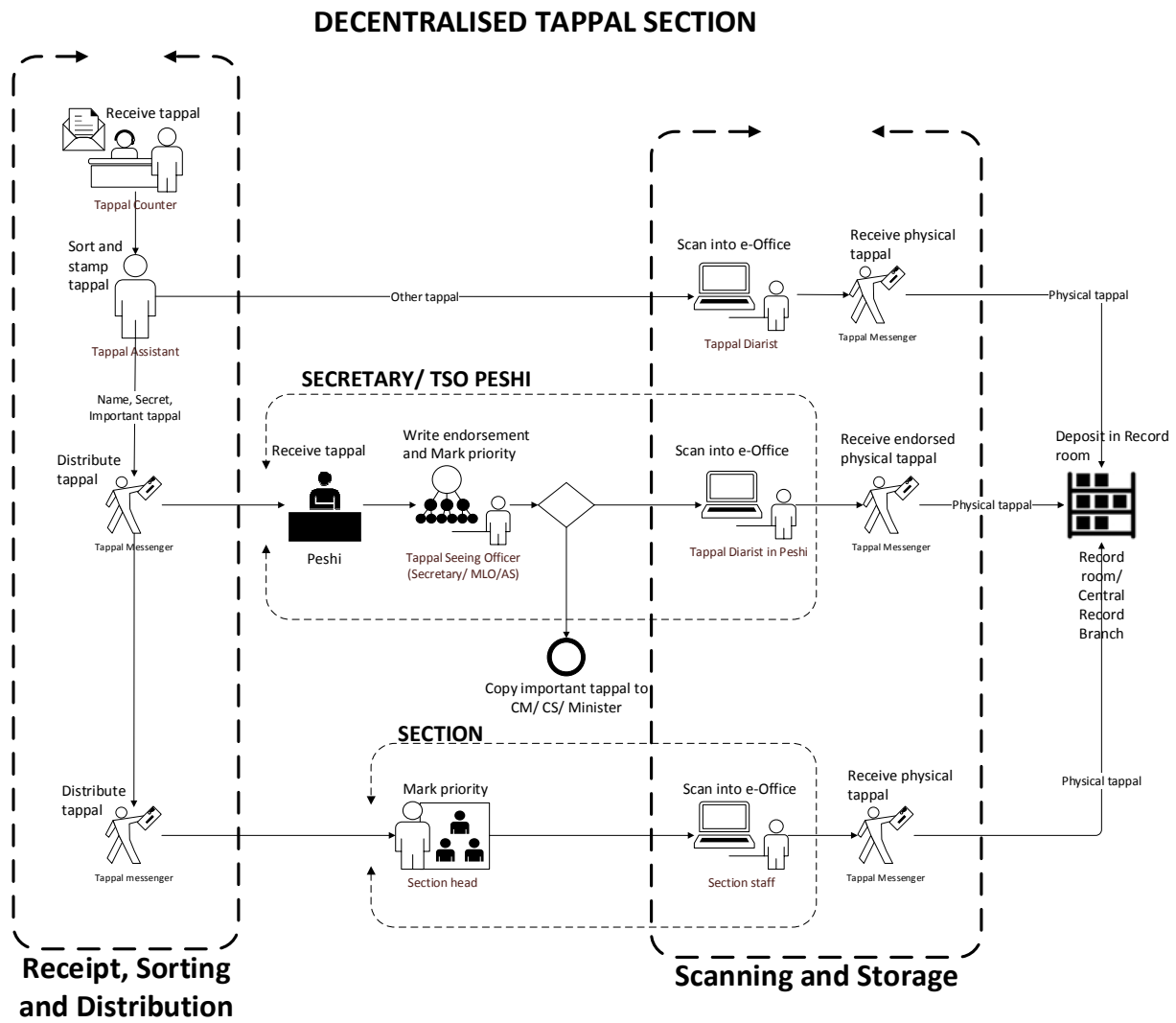
SRIKANT NAGULAPALLI,
SECRETARY TO GOVERNMENT(POLL).

To
All the Departments in the Secretariat.
The Team Leader, NIC, AP Secretariat,
Velagapudi, Amaravati.
Copy to:
The P.S. to Secretary to Govt.(Poll).
Sf/Sc.

// FORWARDED :: BY ORDER //

SECTION OFFICER.

1. TAPPAL PROCESS – AT A GLANCE



6. ROLES OF FUNCTIONARIES

